

W-01445A-15-0277



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Arizona Corporation Commission
Utilities Complaint Form

ORIGINAL

Investigator: Jenny Gomez Phone: <<< REDACTED >>> Opinion Date: 5/5/2016
Opinion Number: 2016 - 130427 Priority: Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed Closed Date: 5/5/2016 2:52 PM

First Name: H. Last Name: Schroyer Account Name: H. Schroyer

Address:

City: State: Zip Code:

Company: Arizona Water Company

Division: Coolidge

Nature Of Opinion

Docket Number: W-01445A-15-0277

Docket Position: Against

May 5, 16

Arizona Corporation Commission

1200 W. Washington St.

Phoenix AZ

Reference Docket # W-01445A-15-0277

Dear Commission

Arizona Corporation Commission
DOCKETED
MAY 09 2016

DOCKETED BY *[Signature]*

RECEIVED
2016 MAY -9 A 9:58
AZ CORP COMMISSION
DOCKET CONTROL

I am writing you to express my concern over the proposed rate increase by the Arizona Water Company in their Pinal Region. I Have written a letter previously but I have a few more things to add. The article I read stated that Ross Abbot feels they are subsidizing other water customers because of their huge water needs. I believe it is the other way around. The Arizona Water customers are subsidizing Ross Abbot. For years Ross Abbot has had it's choice of wells with the best water quality. They have a water main that is 12" in diameter made of Ductile iron that is miles in distance that is solely dedicated to them. Ross Abbot does not take water from the distribution system like all other customers. Arizona Water provides a special water line and provides the best water the sys-tem can provide. For example. The chlorine residual will drop below what Ross Abbot requires and a off duty (on Call) operator will be called out and receive 4 hrs call out fee that is not billed to Ross Abbot. The other customers will have that cost rolled into their rate base. That is just one of the reasons operators will be call out after hrs to please Ross Ab-bot. In other words if Ross Abbot calls you jump. Literally . Ross Abbot fairly recently installed a connection to the public water system but only uses it if the wells they desire are not available which I would say is ex-tremely rare. My other problem is the AWC owners unwillingness to change the water meters to touch read or remote read to save on labor. The owner wants someone to visit his cash registers (water meters)at least once a month.

Your Truly

H. Schroyer

Investigation

Date: 5/5/2016 Analyst: Jenny Gomez Submitted By: Telephone Type: Investigation

Noted and filed for the record in Docket Control.

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